

Grievance Redressal Forum

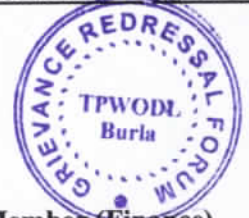
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 99(4)

Date: 06.03.2025

Present: Sri A.K.Satpathy, President.
Sri B.Mahapatra (Co-opted Member),
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/511/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		K.Narayan Murty At- HLO Colony, Near Aganwadi Centre, Dist- Sambalpur-768001.		4161-3409-0223	
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	12.08.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	X
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	✓	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 ✓ 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004 3. OERC Conduct of Business) Regulations,2004 4. Odisha Grid Code (OGC) Regulation,2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004 6. Others			
8	Date(s) of Hearing	12.08.2024	08.10.2024		
9	Date of Order	06.03.2025			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Dhanupali



Appeared

For the Complainant- K.Narayan Murty

For the Respondent - SDO(Elect.), Bhutapada, TPWODL, Sambalpur.

GRF Case No- BRL/511/2024

(1) K.Narayan Murty
At- HLO Colony,
Near Aganwadi Centre,
Dist- Sambalpur-768001
Consumer No.- 4161-3409-0223

VRS

(1) SDO(Elect.), Bhutapada, TPWODL, Sambalpur

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

K.Narayan Murty has appeared in the hearing on Dt. 12.08.2024 at SDO Office, Dhanupali and submitted a written complaint wherein he has stated that NSC issue-power supply not yet given though applied in Nov 2023 & submitted the land documents & UPAN number.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted payment receipt NSC, Nos of PVR carried out on Dt. 08.10.2024 for consumer number 4161-3409-0223, 4161-3409-0232 and 4161-3409-0277 along with W/S in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant as well as opposite party and merit of the case. On examining the case in details, the Forum observed that there are 3 Nos of service connection in that plot/premises used by sons of K Guru Murty. All they are in relation brothers & legal heirs of K.Guru Murty. On Family partition as per declaration of the complainant K Narayan Murty has obtained the plot bearing No 2544/3716 of area 4 decimal in the Khata No 1088/663 under Tahsil & District Sambalpur as seen from the ROR submitted. The above complainant has applied for an NSC vide UPAN No TPW10591372 having the transaction date 13.11.2023 & also was deposited of Rs.7844.00. But the NSC has not been released by opposite party on the ground of non-clearance of arrear w.r.t Regulation 17(i)/17(iii),17(iv) and 17(vi) of OERC Distribution (Conditions of Supply) Code,2019. Both parties have to pay their attention on the above regulation. This Forum has gone through the PVR & W/S of opposite party and it is found that although the consumer number 4161-3409-0223 stands in the name of K Narayan Murty but the power is using by K Krishna Murty keeping pending an amount of Rs.13485.11 up to billing month Sept 2024. The consumer number 4161-3409-0232 stands in the name of K Krishna Murty and the P/s is being used by him keeping pending an arrear of Rs.1415.65 up to billing month Sept 2024. The consumer number 4161-3409-0277 stands in the name of K Narasingha Murty and the P/s is using by the tenant named as Ranjan Baxi having an arrear of Rs.3001.97 up to billing month Sept 2024. In this contest the Forum believes that the opposite party can not claim the arrear of brothers of K Narayan Murty i.e. the outstanding on Consumer Number 4161-3409-0232 and 4161-3409-0277. However, the outstanding on consumer number 4161-3409-0223 due to used by K Krishna Murty but not used by K Narayan Murty & the same has been clarified & proved during course of hearing in this Forum in presence of opposite party where the opposite party has also accepted that the p/s has not been used by the present complainant K Narayan Murty. Hence, the liability for clearance of outstanding dues does not arise on the above complainant. In the course of hearing, the opposite party has directed by this Forum not to asked any payment

towards outstanding dues & to release the new p/s. But it is also seen that the arrear amount has already been paid by K N Murty but not by K Narayan Murty- the complainant. The opposite party has already been released the new p/s on 09.01.2025 with consumer No 4161-3409-0284 & also verified from FG by this Forum. Further, in this regards the opposite party has also intimated via e-mail on 03.03.2025 along with relevant documents for more confirmation.

In this case the opposite party has already been carried out the order so given during hearing & release NSC to the complainant hence, the grievance of the complainant has already been resolved & nothing pending with the opposite party.

So, the instance case petition is hereby dismissed.

Accordingly, the case is disposed of.


(B. Mahapatra)

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:-
1. K. Narayan Murty, At- HLO Colony, Near Aganwadi Centre, Dist- Sambalpur-768006.
 2. Sub-Divisional Officer (Elect.), Bhutapada, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
 3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
 4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.


(A.K. Satpathy)

President

Grievance Redressal Forum
TPWODL, Burla - 768017

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/511/2024)

